

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2013-2014

COURSE : 1st Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Food Production - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Draw the kitchen organization chart of a large hotel and explain duties and responsibilities of an Executive Chef.

OR

(a) Explain the various points a food handler needs to keep in mind for maintaining good personal hygiene.

(b) Discuss the attitude and behaviour required in a professional kitchen.

(5+5=10)

Q.2. How are vegetables classified? Discuss the effects of heat on vegetables.

OR

Classify Salads and discuss the various components of a Salad.

(5+5=10)

Q.3. What do you understand by the term "Fond de Cuisine"? Explain the components of stock and list the precautions to be kept in mind for preparing a good stock.

OR

Distinguish between Stock and Soup. Classify soup with examples. Write the recipe for preparing two litres of Minestrone soup.

(2+4+4=10)

Q.4. With the help of a neat labelled diagram, explain the parts of an egg. List the uses of egg in cookery.

OR

Classify and describe sauce. Explain the thickening agents used in sauce.

(5+5=10)

Q.5. Briefly explain the various methods of cooking. List the points to be kept in mind while poaching fish.

(7+3=10)

Q.6. Classify raising agents and briefly explain the chemical raising agents. (3+7=10)

Q.7. Write short notes on **any two**:
 (a) Objectives of cooking (b) Role of shortenings (c) Types of sugar (2x5=10)

Q.8. Explain the following terms:
 (a) Bouquet Garni (b) Meringue (c) Abats (d) Mire-poix
 (e) Bisque (f) Farci (g) Chiffonade (h) Emulsion
 (i) Mise-en-place (j) Mousse (10x1=10)

Q.9. Match the following:
 (a) Liaison (i) United States of America
 (b) Paysanne (ii) Knife
 (c) Minestrone (iii) Egg Yolk and cream
 (d) Bolster (iv) Cuts of vegetable
 (e) Boulanger (v) Italy
 (f) Clam Chowder (vi) Baker
 (g) Anthocyanin (vii) Fish stock
 (h) Mushroom (viii) Red vegetable
 (i) Flat fish (ix) Fungus
 (j) Fumet (x) Both the eyes are on one side (10x1=10)

Q.10. A Fill in the blanks:
 (a) Braising is a combined method of _____ and _____
 (b) A conical strainer is also called _____
 (c) Choron sauce is derivative of _____ mother sauce.
 (d) Green colour in green vegetables is due to the presence of a pigment called _____.
 (e) Jerusalem artichoke is _____ type of vegetable.

B State True or False:
 (a) The temperature for poaching fish is between 80°C to 85°C.
 (b) The ideal temperature for storing egg is 2°C.
 (c) A good stock should be boiled for longer period of time.
 (d) Demi-glaze is a derivative of Béchamel sauce.
 (e) Champignon is French term for mushroom. (5+5=10)

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ACADEMIC YEAR - 2013-2014

COURSE : 1st Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Food & Beverage Service - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Briefly explain the various sectors of Food & Beverage Operations.
OR
Explain the various types of Restaurant and their characteristics. (10)
- Q.2. Draw the staff organization structure of food and beverage department of a 5-star hotel.
OR
Describe the various sections of Food & Beverage Department in hotels. (10)
- Q.3. Draw a neat diagram of **any five** types of glassware, with their names, capacity and use.
OR
Draw a neat sketch of Dummy Waiter and its uses in restaurant. (10)
- Q.4. Explain the various duties and responsibilities of Food & Beverage Manager in the hotel.
OR
Describe the various jobs performed by a Steward in a restaurant. (10)
- Q.5. Differentiate between **any two** of the following:
(a) Mise-en-place and Mise-en-Scene
(b) Coffee shop and Speciality restaurant
(c) Briefing and De-briefing (2x5=10)
- Q.6. Explain the following (**any two**):
(a) Still room
(b) Personal hygiene for F/B Staff
(c) Dispense bar (2x5=10)

- Q.7. Explain the various attributes of a Waiter. (10)
- Q.8. Describe the Inter-departmental relationship between Food and Beverage with other departments of a hotel. (10)
- Q.9. (a) Classify Alcoholic and non-alcoholic beverages with examples.
(b) Name **any seven** types of Trolleys used in restaurants. (5+5=10)
- Q.10. (a) Explain the various rules to be observed while laying a table.
(b) Draw a neat table layout for a breakfast cover. (5+5=10)

OR

OR

OR

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ACADEMIC YEAR - 2013-2014

COURSE : 1st Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Accommodation Operations - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Outline the Organization Chart of housekeeping department in a five star hotel having 400 rooms. List the duties of guest room attendant.

OR

Draw a neat layout of housekeeping department and explain various functions of the department.

(10)

Q.2. Discuss some design features that ease cleaning. What cleaning principles one should follow while cleaning a guest room?

OR

Write a note on frequency schedules for cleaning. Explain how cleaning is organised in hotels.

(10)

Q.3. What are the attributes, in your opinion, are absolutely essential in housekeeping staff? Justify your answer.

(10)

OR

List the duties and responsibilities of the following staff:

- | | |
|---------------------------|---------------------|
| (a) Floor supervisor | (b) Desk supervisor |
| (c) Executive housekeeper | (d) House man |

(4x 2 ½ =10)

Q.4. Discuss what a guest room means to a guest. What is the role of housekeeping department in guests satisfaction and repeat business?

OR

In what way can Computer and Information Technology system be utilised in Housekeeping operations in hotels?

(10)

Q.5. Which are the departments that housekeeping has to co-ordinate in a hotel and why?

(10)

Q.6. Write short notes on **any two**:

- (a) Polishes (b) Hard floor finishes (c) Maids services room
(5x2=10)

Q.7. Define the following (**any ten**):

- (a) Linen chute (b) Box sweeper (c) Disinfectants
(d) Squeegee (e) Murphy bed (f) Spring cleaning
(g) Vanity unit (h) Chamois leather (i) Janitors trolley
(j) Piggy vacuums (k) Johnny mop (l) Tarnish
(10x1=10)

Q.8. Answer the following in **2/3 lines**:

- (a) What do you understand by Parquet floor finish?
(b) What is the procedure for storage of the floor scrubbing machine?
(c) Why maid's trolley should be parked in front of the guest room that is being cleaned?
(d) Why brushes should be stored with their bristles positioned upward?
(e) How will you ensure utmost hygiene and work safety in cleaning operation?
(5x2=10)

Q.9. Differentiate between (**any five**):

- (a) Block cleaning and orthodox cleaning (b) Scrim and swab
(c) Pile lifter and dustette (d) Florist and horticulturist
(e) Vacant room and vacated room (f) Kentucky mop and do-all-mop
(5x2=10)

Q.10. Fill in the blanks:

- (a) Chemical name of washing soda is _____.
(b) _____ is a golden brown alloy of copper and zinc.
(c) _____ is a surface active compounds that impart a good wetting power and suspending power to detergents.
(d) A pink oxide of iron used as a fine abrasive for polishing silver is called _____.
(e) _____ particles dispersed in gas packed under pressure with a device for releasing it as a fine spray.
(f) Whirlpool baths are known as _____.
(g) A reaction of fats and oils with an alkali to obtain soap is called _____.
(h) _____ are decorative and delicate lamps used mainly in lobbies, banquet halls and suites.
(i) _____ is very hard and heavy because of its higher flint content compared to other earthen ware and fired at higher temperature.
(j) _____ rooms have kitchen facilities.
(10x1=10)

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ACADEMIC YEAR - 2013-2014

COURSE : 1st Semester of 3-year B Sc. in H&HA
SUBJECT : Foundation Course in Front Office - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Draw the organization chart of front office department and write the duties and responsibilities of a front desk agent.

OR

Draw the layout of front office department and indicate the location of various sections of front office department.

(10)

Q.2. Define the term bell desk and give step-by-step procedure for left luggage handling.

OR

Explain the various functions of bell desk area (**any ten**):

(10)

Q.3. Trace the history of hotel industry. Enlist the name, year of foundation, parent company and product line of **five** Indian and **five** international hotel chains.

(10)

Q.4. Define the term hotel and classify it on different basis. Also give the single and double room sizes of star categorized hotels.

OR

Define the term *inn*. Give **any eight** examples of supplementary accommodation and explain each briefly.

(10)

Q.5. Define the term *movement list* and give step-by-step procedure for check-in of a guest.

OR

Briefly explain **any ten** personality traits of front line staff.

(10)

Q.6. Differentiate between timeshare and condominium.

OR

Define the term timeshare hotel. Classify the different types of timeshare.

(10)

Q.7. Write short notes on **any five**:

- (a) Errand card
- (b) Commissionaire
- (c) Chalet
- (d) Inn
- (e) Referral
- (f) Suite room
- (g) Tavern

(5x2=10)

Q.8. Enlist the various equipment used in automated, semi-automated and non-automated front office department.

(10)

Q.9. Differentiate between **any five**:

- (a) Adjoining and adjacent room
- (b) Chain hotel and referral hotel groups
- (c) Cabana and lanai room
- (d) Skipper and sleeper
- (e) FIT and GIT
- (f) Front office and reception
- (g) Bell hop and concierge

(5x2=10)

Q.10. Give the French equivalent of following:

- (a) Monday
- (b) January
- (c) Summer
- (d) One hour
- (e) White
- (f) Hundred
- (g) Good morning
- (h) Black
- (i) Saturday
- (j) Winter

(10x1=10)

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ACADEMIC YEAR - 2013-2014

COURSE : 1st Semester of 3-year B.Sc. in H&HA
SUBJECT : Application of Computers
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. Briefly describe the characteristic features of input and output devices of a computer system. (10)

Q.2. Write short notes on **any five** of the following:

- (a) Registers
- (b) Interpreters
- (c) Star Topology
- (d) Ethernet
- (e) Server
- (f) Graphical User Interface
- (g) Compilers

(5x2=10)

Q.3. What do you mean by Data Communication Channels? Discuss different channels with their features. (5)

OR

Give DOS commands for the following:

- (i) To clear the screen
- (ii) To see the contents of existing file
- (iii) To delete the empty directory
- (iv) To delete a directory completely with all its contents
- (v) To display the current time

(5x1=5)

Q.4. What are Windows and Windows 95?

OR

Give the classification of computer languages.

(5)

Q.5. Discuss Secondary Storage Devices with their features.

OR

Describe Computer Generation 1 and 3.

(5)

Q.6. Give the classification of computers.

OR

Explain the different characteristics of computers.

(5)

Q.7. Expand **any five** of the following terms:

- (a) MODEM
- (b) URL
- (c) ENIAC
- (d) COBOL
- (e) BASIC
- (f) DML
- (g) EPROM

(5x1=5)

Q.8. Fill in the blanks:

- (a) MAN stands for _____
- (b) DATE is an _____ command
- (c) Electronic Pen is _____ device
- (d) _____ is used to convert assembly language program into machine language program
- (e) Secondary memory is also known as _____ memory

(5x1=5)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR - 2013-2014

COURSE : 1st Semester of 3-year B.Sc. in H&HA
SUBJECT : Hotel Engineering
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What is maintenance and scope of maintenance in a hotel? Describe.

OR

Name fuels used in hotel. What are the advantages and disadvantages of solid, liquid and gaseous fuels?

(2+8=10)

Q.2. Describe LPG and draw a labelled diagram of Bunsen burner.

(10)

OR

What is fuse? What is its importance? Explain various types of fuses used in electric circuit?

(2+3+5=10)

Q.3. What are different water distribution systems? Write about Zeolite process with diagram.

OR

Discuss the basic scientific principles behind refrigeration.

(10)

Q.4. Classify fires. Write about different types of fire extinguishers.

OR

What are the types of air-conditioners? Explain the central air-conditioning system.

(3+7=10)

Q.5. Write short notes on **any two** of the following:

- (a) Accident and Safety Management
- (b) Equipment Replacement Policy
- (c) Contract Maintenance
- (d) Walk-In Freezers

(2x5=10)

Q.6 Explain in brief (any ten):

- | | |
|------------------|----------------------------|
| (a) B.T.U. | (b) Preventive maintenance |
| (c) Flame spread | (d) Incandescent lamp |
| (e) Insulators | (f) Escalators |
| (g) Sullage | (h) Flash point |
| (i) Class C Fire | (j) Humidification |
| (k) r22 | (l) Elbow |

(10x1=10)

- Q.7. (a) Explain any two types of pollution.
 (b) List the process of sewage treatment.

(5+5=10)

Q.8. List and explain various Audio visual equipment used in hotels.

(10)

Q.9. Calculate the electricity bill for the month of April 2011 having the following electric loads:

60W bulbs	10 Nos.	6 hrs/day
60W fans	10 Nos.	5 hrs/day
3 KW heater	03 Nos.	4 /hrs/day
750W iron	02 Nos.	3 hrs/day
6KW boiler	01 No.	3 hrs/day

Cost of electric energy is ₹3/- per unit.

(10)

Q.10. State true or false:

- Corrective maintenance is done after breakdown.
- L.P.G. is a mixture of methane and butane.
- Good or Ideal fuel has low ignition point.
- Fuse can be used as switches.
- Copper conductor is always tinned in V.I.R. cables.
- The main disadvantage of hard water is bad taste.
- Refrigerator cools the room.
- Fire is an effect of fuel, heat and oxygen.
- Switches are always connected with wire neutral.
- C.P.U. stands for Control Processing Unit.

(10x1=10)

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ACADEMIC YEAR - 2013-2014

COURSE : 1st Semester of 3-year B.Sc. in H&HA
SUBJECT : Nutrition
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. How would you classify carbohydrates? Explain giving examples of each. What are effects of deficiency and excess of carbohydrates in diet?

OR

Define and classify proteins. Suggest methods to improve their quality. (10)

Q.2. Define the term cholesterol. Give the sources and functions of cholesterol. Why they need to be maintained?

OR

How water balance is maintained in the body? Give the functions of water. (10)

Q.3. Define the terms fats and fatty acids. Explain the types of fatty acids and give the functions of fats. (10)

OR

Define the following terms:

(a) Nutrition (b) Health (c) Malnutrition
(d) Obesity (e) SDA (5x2=10)

Q.4. What is BMR and explain the factors affecting it.

OR

What are fibres? Give their significance in the diet alongwith dietary sources. (10)

Q.5. Classify vitamins and explain the functions and sources of Vitamin D and C. (10)

Q.6. What are nutrients? Classify them. (10)

- Q.7. What is balanced diet? Classify foods into various groups. (10)
- Q.8. Explain the concept of RDA and the factors that influence it. (10)
- Q.9. (a) Name the conditions that lead to obesity.
(b) Explain factors affecting meal plan. (5+5=10)
- Q.10. Fill in the blanks:
- (a) Protein requirement of adults is _____ gm/kg of body weight (1/3/7).
 - (b) Loss of water and electrolyte leads to _____ (Dehydration/Rehydration/Obesity).
 - (c) _____ are the building blocks of proteins (Fatty acids/Amino acids/ Glucose).
 - (d) Night blindness is caused by deficiency of _____ (Vit. B/ E/ A).
 - (e) Niacin deficiency causes _____ (Beri- Beri/ Scurvy/ Pellagra).
 - (f) Each gramme of fat supplies _____ Kcal (4/6/9).
 - (g) Simple lipids are _____ and _____ (Fats & oils/Amino acids & Proteins/ MUFA & PUFA).
 - (h) _____ sugar is found in milk (Maltose/ Fructose/Lactose).
 - (i) Iodine deficiency leads to _____ (Rickets/Goitre/Anaemia).
 - (j) _____ is called the reference protein (Meat/Milk/ Egg). (10x1=10)
- *****

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR - 2013-2014

COURSE : Craftmanship Certificate Course in
Food & Beverage Service
SUBJECT : Food Service
TIME ALLOWED : 03 Hours
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Name different types of service. Explain **any two** types of service in detail.
OR
Define Menu. Explain in detail about Table d'hote and à la carte. (10)
- Q.2. Discuss essential attributes of Food & Beverage Service personnel.
OR
Write rules to be followed while waiting at the table. (10)
- Q.3. Draw a staff organization chart of Food & Beverage Service department of a 5-star hotel. Explain K.O.T. system in detail with the help of a flow chart. (10)
- Q.4. Enlist courses of French classical menu. Give **two** examples for each.
OR
What are different types of breakfast? Explain English breakfast with a sample menu. (10)
- Q.5. (a) Name methods of polishing silver. Explain each in few lines.
(b) Dummy waiter plays a vital role in the functioning of the restaurant. Explain. (5+5=10)
- Q.6. Differentiate between:
(a) Coffee shop and speciality restaurant
(b) Mise-en-place and Mise-en-scene
(c) Commercial catering and welfare catering.
(d) Café complet and café simple. (4x2 ½ =10)

Q.7. Write in detail :

- (i) Room service
 - (ii) Function prospectus
- (5+5=10)

Q.8. Give the size/capacity of the following:

- (i) Hiball glass
 - (ii) Champagne saucer
 - (iii) Serviette
 - (iv) Coffee cup
 - (v) Full plate
- (5x1=5)

Q.9. A Give accompaniments of the following:

- (i) Tomato juice
 - (ii) Roast chicken
 - (iii) Cheese
 - (iv) Caviar
 - (v) Pâte de foie gras
- (5x2=10)

B Fill in the blanks:

- (i) Size of a fish plate is _____.
 - (ii) Black coffee is served in _____.
 - (iii) A cut from the middle of a round fish is _____.
 - (iv) In French waiter is known as _____.
 - (v) B O.T. means _____.
- (5x1=5)

Q.10. Match the following:

- | | |
|-------------------|--------------------|
| (a) Coffee shop | (i) Marmalade |
| (b) Coffee cup | (ii) Cheese |
| (c) Preserve | (iii) 24 hours |
| (d) Parmesan | (iv) Demi-tasse |
| (e) Serviette | (v) Food order |
| (f) Double boiler | (vi) Fish |
| (g) K.O.T. | (vii) Dummy waiter |
| (h) Poisson | (viii) Condiment |
| (i) Salt | (ix) Napkin |
| (j) Side board | (x) Bain-marie |
- (10x1=10)

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ACADEMIC YEAR – 2013-2014

COURSE : Craftmanship Certificate Course in
Food & Beverage Service
SUBJECT : Beverage Service
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Explain step-by-step procedure to serve champagne. (10)
- Q.2. Explain the manufacturing process of beer.
OR
Explain the different methods of making liqueur. Name **five** liqueurs with their flavours. (10)
- Q.3. Explain the manufacturing process of Scotch whisky.
OR
Explain the manufacturing process of rum. Name different types of rum. (10)
- Q.4. Write short notes on different types of wine. Give examples for each.
OR
Explain manufacturing process of white wine. (10)
- Q.5. Draw a chart and explain the classification of beverages with examples.
OR
What are different methods of making cocktails? Give **two** recipes of beer based cocktails. (10)
- Q.6. Explain the following:
(a) Aperitif
(b) Noble rot (5+5=10)

Q.7. Explain the following in one or two lines (**any five**):

- (a) Chaptalisation
- (b) Lager
- (c) Proof
- (d) Hops
- (e) Angel's share
- (f) XO
- (g) BRUT

(5x2=10)

Q.8. Give two brand names for the following:

- (a) COGNAC
- (b) Dark rum
- (c) Indian sparkling wine
- (d) Champagne
- (e) Aperitif

(5x2=10)

Q.9. Give the ingredient and preparation method of the following cocktails (**any four**):

- (a) Side car
- (b) Pina colada
- (c) Manhattan
- (d) Black Russian
- (e) Bronx

(4x2 ½ =10)

Q.10. Match the following:

- | | |
|-------------------------|---------------------------|
| (a) Foster | (i) Tequila |
| (b) Molasses | (ii) Stimulating beverage |
| (c) Cactus plant | (iii) Beer |
| (d) Wine wailer | (iv) Pot still |
| (e) Tea | (v) Rum |
| (f) Chianti | (vi) Fortified wine |
| (g) Distillation method | (vii) Sommelier |
| (h) Cointreau | (viii) Italian wine |
| (i) Solera system | (ix) Liqueur |
| (j) Madeira | (x) Sherry |

(10x1=10)
